KEHP MEMO 18-18

TO: KEHP ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Enrollment Information Branch (EIB) Reminders

DATE: December 4, 2018

We need your assistance in following provided guidelines that will help the Enrollment Information Branch (EIB) process in a more efficient manner. The below items were previously provided and nothing has changed but please review to ensure you are following these instructions. Following the below steps will expedite processing to ensure members have coverage timely.

1. If you enter an application in KHRIS, please **do not** mail the application to EIB. If you have entered it, we do not need it for our files and this includes dependent verification documents. This will reduce the amount of paper applications we receive and allow EIB to focus only on the ones that truly need processing.

2. Forms - Please make sure you are using the current year's forms and the forms must be completed in their entirety. If the incorrect form is used or is missing information, this causes a delay with the member receiving benefits timely.

3. Terming benefits - Complete the PAN action to term employment first. This should automatically term benefits. Cross-referenced, Begin/End LWOP, reinstatements, transfers and ACA applications should be sent to EIB for processing. Please make sure the application is clearly marked.

4. Gaining Medicaid QE (planholder or dependent) – Sheila McCann is the contact at CHFS and she must sign the MET form before we can process (the number is on the bottom of the MET form). The MET form must be sent with the application.

5. EIB mailbox - We have two Resolution Specialists assigned to monitor this box daily. They have 48 hours to respond to the email. Please allow time for them to respond. If your question is urgent, please call EIB at 888-581-8834 option 2 instead of emailing them.

   How the email should be used:
   - Supporting documentation requested for rejected applications, should be returned to EIB@ky.gov or via mail. Please attach the rejection letter that you received. This will help

the staff identify the rejected application in a timely manner. Make sure all supporting documentation has the member's name and SSN. Please make sure you include all information again: **Application and supporting documentation.** Do not just send the requested documents or it will be rejected again. It must include everything we need to process the application. Once the information is received, it is then placed back in line for processing in the order it was received.

- ICs/HRGs should use this email for any inquiries instead of emailing individuals.

- EIB processors have been instructed to route all inquiries sent to their personal email to the EIB email.

- **This email is NOT to replace snail mail. It is ONLY for day-to-day inquiries and replies to the REJECT letters. Please do not utilize this for sending applications and documents. You should continue to mail those to EIB. The Resolution Specialists have been instructed to email you back advising we will no longer accept these via email. This will only delay the application in being processed for your employee.**

- Urgent adds should **<u>NOT</u>** be sent to this email. Please follow the normal Urgent Add process by calling EIB and notifying of the urgent add and provide pertinent information. You should only fax when directed by the EIB processor. The fax should be addressed to the person you spoke with. **No other documents should be faxed unless instructed by an EIB representative. All other items should be mailed to the attention of EIB.**